



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Navigator Telecommunications, LLC.**  
**for quarter ending September 30, 2009**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	35.00	38.00	33.00	35.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	21.00	19.00	19.00	19.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	47.79% *	66.13% *	55.81% *	53.94% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	4.06	2.49	1.76	2.77
H. Percent Repeat Trouble Reports [730.545(c)]	15.82%	22.94% *	30.00% *	21.04% *
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Repair and Business office answertimes are calculated at a national level and not by state. Operator information and toll assistance answertimes are the same as the ILEC.



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